

ADAMS PARS Printing Issues Work-Around

Background:

The method of access to the ADAMS Public Libraries is a connection to an application server. The connection is managed and provided by the Citrix product. The Citrix product establishes a new session for each customer who wishes to access the ADAMS Public Libraries. A generic login (**guest**) is used for each customer and the result is that multiple instances of the generic login are present at any given point in time. The problem we are experiencing with printing stems from new sessions being established with parameters left over from previous, non-active sessions. It manifests itself by establishing a session for the current customer with a printer definition from a former session of a previous customer. This problem is random and not easily reproduced, however, it occurs from time to time. Please use the following guidelines until the permanent solution is implemented.

Guidelines:

1. Logon to ADAMS (User Name: guest) and using the ADAMS FIND, select a Library (Public Legacy Library or PARS).
2. Enter your search criteria and create a hitlist. Before printing a document, check the printer established for your current session of ADAMS by opening or viewing a document from the hitlist.
3. With the document open, go to the "**Printer Setup**" on the "**File**" drop down menu of the viewing application. If your printer is not highlighted in the first editable box, try to select your printer from the list of available printers. Click on "Network" then double click on "Client" and select your printer from this list. If you are able to select your printer from the list, the printing functions should work fine. Please see the special note concerning Acrobat (*.PDF) files.

NOTE: In some cases your printer may not be present on the list. Our experience shows that the only way to solve this problem is to end the session, log in again and repeat steps 3 and 4 until you are able to choose your printer.

4. If no success is realized after several attempts, we suggest a cold boot of the workstation.
5. If none of the above suggestions work, save the document(s) to a file in your local A or C directory and print from there.

Acrobat files:

Acrobat files (any file with a "PDF" extension) require the following special printing technique:

1. Open or view the subject document.
2. Attempt printing only with the printer icon on the lowest tool bar presented. The print function in the file drop down menu and the printer icon on the upper tool bar do not function because Acrobat takes over control of the file.

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